



TOWN OF HOULTON
MAINE 04730

92-266
93020215

EX PARTE OR LATE FILED

January 28, 1993

ADMINISTRATION
21 Water Street
(207) 532-7111

Federal Communications Commission
1919 M Street
Washington, D.C. 20554

AMBULANCE

Re: Cable Television Consumer Act of 1992

RECEIVED
FEB 3 11 20 AM '93
HMD
COMM
FED

Item #I - recapitulation of the newspaper survey.
Item #II - sample of the newspaper add. (The sample is typical of answers received).
Item III & IV - copies of letters received (selected at random).
Item V - current cable TV rate schedule. (My office receives more complaints on rates than any other item.)

We know that the survey is varied but it gets the point across that cost is excessive for Cable TV in our area.

Thank you very much for your consideration.

Sincerely,



R. Lewis Bone

Town Manager

RLB/co
Enc.

I

Report on "Cable TV Subscriber Survey

42 Responses; latest survey received 1/11/91 (2218 subscribers) = 2%

Questions

Are you a cable
television suscriber?

Yes - 90%

No - 2%

Would you subscribe if
cable was available?

Yes - 5%

No - 5%

No answer - 90%

Which networks/programs
do you watch most?

64% watch all channels; 46% watch selected networks.

Which do you watch the
least?

2% sports; 74% religious; various other channels/
programs (weather, ESPN
etc.)

What would you like to see
Houlton Cable TV off. that it
doesn't now broadcast?

74% no answer; 76% of those answering want
sports, and the balance want
movies or game shows.

Would you be willing to pay
more for the added programs?

Yes - 48%

No - 52%

What are your favorite
sports teams?

74% basketball; 4% no sports; 22% football,
soccer, etc.

Have you ever had a problem
with cable television service?

Yes - 48

No - 52%

If yes, did you complain to
Houlton Cable TV?

43% did not answer; 66% had complained;
34% did not complain.

Comments: 69% complained about scrambling and switching channels.

73% said "too costly for what we get."

Several like sports, several like the religious channels,
several would like "more soaps."

III

73 Military St. #317
Houlton, Maine 04730
Dec. 4, 1990

Dear Mr. Wittine:

When I first moved to Houlton, less than eight years ago, cable fee was \$8.00 per month. There were certainly enough networks then, except E.W.T.V. I do very much appreciate having that added one. But I can do without even that if I have to. I added my signature to the enclosed survey because I want to be counted by name. I feel

Linda W. Hines

It's time we had a chance to choose a cable TV for Haulton. Why not let another company come into Haulton?

I'm a Senior citizen — alone, — female drive a car but little in winter, — walk little in winter, afraid of ice and snow and falling — so I'm in a lot. So I like to watch some T.V.

On Sunday — a lonely day. —

all I can get all P.M. & late in to the evening is foot ball, foot ball and more foot ball — now that's a choice.

I'm thinking of having my Cable T.V. taken out and tubing my chances with aerial or rabbit ears or what ever will bring in 1 station. I'm not getting my \$15.00 worth right now & don't plan to get more out of increased payments. It's time for a change. Haulton can do better if it gets off its ass & tries to do for its people for once.

V

8

Rate Schedule, December 1992



PARAGON
CABLE

PARAGON CABLE
7441 CHAPMAN AVE, GARDEN GROVE, CA
92641 8441 1000 1307

PR D7 03

DATE DECEMBER 03, 1992

ACCT. # 003 0388076

USE ENCLOSED ENVELOPE
AND MAKE PAYMENT TO

AMOUNT DUE
\$74.82

DATE DUE
ON RECEIPT

AMOUNT
ENCLOSED
\$

PLEASE DETACH AND ENCLOSE TOP PORTION WITH PAYMENT

PARAGON CABLE
P.O. BOX 660329
DALLAS, TX 75266-0329



MS B LAWRENCE
21851 NEWLAND ST #310
HUNTINGTON BEACH CA 92646-7641

844110003038807600074823

CUSTOMER INQUIRY: (714)898-3800
PAY PER VIEW: (714)373-0100
SALES: (714)898-9272

RECEIVED
FEB 23 9 57 AM
HMB
COMM
INVT

RECEIVED

RECEIVED

ACCOUNT NUMBER

SERVICE FROM

SERVICE TO

DATE DUE

Cable for several months. I spoke to a girl in your
Office later that day who said he had made a
report to that effect and she would have someone
call me about it. I advised I was leaving on Mon.

MAR 22 1993

Paragon Cable
7441 Chapman Ave.
Garden Grove, CA 92641

Ms B Lawrence
21851 Newland St #310
Huntington Beach, Ca 92646-7641

Re: 8441 100030388076

If your payment is not received in the amount indicated above within 11 days from the date of this letter, your account will be:

1. Subject to service interruption without further notice.
2. Charged an additional \$10.00 collection fee.
3. Scheduled for physical disconnection.

If your cable service is physically disconnected and you wish to have service reinstated, a \$49.95 reconnection fee applies as well as the outstanding balance.

To ensure uninterrupted cable television service, bring your payment to the nearest cable center. For your convenience we have two payment locations:

7441 Chapman Avenue
Garden Grove

2123 Main Street
Suite 14
Huntington Beach

For added convenience we also accept Master Card and Visa.

If you are unable to bring your payment to the cable center, please use the enclosed envelope and note your account number on your check.

We cannot be responsible for payments mailed but not yet received.

We appreciate your continued patronage and look forward to serving you.

040

01645



PARAGON
CABLE

PARAGON CABLE
7441 CHAPMAN AVE, GARDEN GROVE, CA
92641 8441 1000 1266

PR D7 03

DATE JANUARY 03, 1993

ACCT. # 003 0388076

USE ENCLOSED ENVELOPE
AND MAKE PAYMENT TO

AMOUNT DUE
\$110.64

DATE DUE
ON RECEIPT

AMOUNT
ENCLOSED
\$

PLEASE DETACH AND ENCLOSE TOP PORTION WITH PAYMENT

PARAGON CABLE
P.O. BOX 660329
DALLAS, TX 75266-0329

MS B LAWRENCE
21851 NEWLAND ST #310
HUNTINGTON BEACH CA 92646-7641

844110003038807600110643

CUSTOMER INQUIRY: (714)898-3800
PAY PER VIEW: (714)373-0100
SALES: (714)898-9272

ACCOUNT NUMBER	SERVICE FROM	SERVICE TO	DATE
003 0388076	JANUARY 13, 1993	FEBRUARY 12, 1993	ON RECEIPT
DATE	DESCRIPTION	AMOUNT	
12/11	PREVIOUS BALANCE	74.82	
	STANDARD SERVICE	25.95	
	SENIOR DISCOUNT	2.59 CR	
	LATE CHARGE	10.00	
	FRANCHISE FEES	1.23	
	CITY UTILITY TAX	1.23	
	AMOUNT DUE	\$110.64	
<p>YOUR ACCOUNT IS SUBJECT TO DISCONNECTION WITHOUT FURTHER NOTICE. BRING PAYMENT TO OUR OFFICE IMMEDIATELY TO AVOID RECONNECTION FEES.</p>			
<p>PAYMENTS RECEIVED AFTER JANUARY 03 ARE NOT INCLUDED IN THIS STATEMENT</p>			
PREVIOUS BALANCE	-	PAYMENT THANK YOU	+
74.82	-	0.00	+
		CHARGES	-
		25.95	-
		LATE CHARGE	+
		2.59	+
		FRANCHISE FEES	+
		10.00	+
		CITY UTILITY TAX	+
		2.46	+
		\$110.64	
<p>AN AMOUNT FOLLOWED BY A (CR) IS A CREDIT OR A CREDIT BALANCE</p>			



PARAGON